



Golden Gates
Housing Trust

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Corporate Plan
2011 - 2013

“A leading housing provider creating quality homes and neighbourhoods
where people want to live.”

Foreword

In 2010 Warrington tenants voted in overwhelming numbers to transfer their homes to a new social housing provider – Golden Gates Housing Trust (GGHT). Since 2010 we have set ourselves the vision of being: "A leading housing provider creating quality homes and neighbourhoods where people want to live".

GGHT's first five year corporate plan is designed to map out the organisation's key strategic direction and priorities through until 2016. It describes how GGHT will help to deliver our vision by delivering our offer document promises, improving services, closer working with residents/tenants, key partners and voluntary organisations.

The plan has six key priorities:

- Working with customers to achieve the highest levels of satisfaction
- Investing in neighbourhoods
- Improving the quality of life for customers
- Increasing the supply of affordable homes
- Improving the quality of homes
- Being a leader in energy efficiency

Under each priority the plan identifies specific commitments that will be undertaken over the next 5 years to achieve the priorities. The commitments will be updated on a regular basis.

Golden Gates Housing Trust (GGHT) Vision:

“A leading housing provider creating quality homes and neighbourhoods where people want to live.”

By 2016, we will achieve this:

- By working with customers to achieve the highest levels of satisfaction
- By investing in neighbourhoods
- By improving the quality of life for customers
- By increasing the supply of affordable homes
- By improving the quality of homes
- By being a leader in energy efficiency

Working with customers to achieve the highest levels of satisfaction:

Over the next 5 years we will:

- Ensure a wide range of opportunities for participation
- Ensure we deliver on our offer document promises
- Generate additional funding where possible
- Improve communication
- Take a systematic approach to measuring satisfaction
- Improve performance across key areas



Investing in neighbourhoods:

Over the next 5 years we will:

- Invest in homes and the environment
- Review how we let properties and tenancy types
- Work with the Council and partnerships
- Work with partners to deliver local integrated services
- Play a key role in closing the gap
- Review neighbourhood management
- Ensure value for money for our investment



Improve the quality of life for customers:

Over the next 5 years we will:

- Reduce waiting times for disabled adaptations
- Tailor services to specific customer groups
- Offer employment initiatives
- Provide advice to maximise tenants' incomes
- Provide contemporary homes which meet customer expectations and offer customer choice
- Improve the integration of service delivery



Increase the supply of affordable homes:

Over the next 5 years we will:

- Work to reduce under occupation
- Evaluate opportunities to buy back properties
- Evaluate options of converting flats to houses
- Evaluate shared ownership opportunities
- Account for the wider housing strategy
- Work with partners to manage properties
- Identify opportunities for new build properties



Improve the quality of homes:

Over the next 5 years we will:

- Deliver the capital investment programme
- Improve health and safety
- Provide a responsive repairs service
- Review our standard for letting properties
- Review how we charge for services
- Ensure value for money from our investment
- Follow the rent restructuring policy



Being a leader in energy efficiency:

Over the next 5 years we will:

- Create a strategy for energy efficiency
- Educate tenants and potential tenants on energy efficiency
- Maximise the SAP rating for properties
- Reduce our carbon footprint
- Work with customers to reduce fuel poverty
- Develop a renewable strategy
- Work with tenants to make lifestyle changes



More information:

- Freephone: 0800 25 26 27
- Mobile Phone Users: 01925 4525452 (standard rate)
- Email: info@gght.org.uk
- Website: www.gght.org.uk
- Company No: 5021951
- TSA No: 4631
- Reg. Charity No: 1137675
- Registered Address: Bank House, 88 Sankey Street, Warrington, WA1 1RH

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Please just contact a member of staff at Golden Gates Housing Trust free on 0800 25 26 27

यदि इस जानकारी को आपको किसी और भाषा में आवश्यकता हो तो कृपया 0800 25 26 27 पर टेलीफोन करें या स्टाफ के किसी कर्मचारी से बात-चीत करें। (Hindi)

تاسلطان نام زانیاریت به زمانیکی نور دقویت نفرا تکیه نقاتلون بکه بو شماره 0800 25 26 27 بلخورد فسه لاسلطان بککک نه کارمندان دا بکه (Urdu)

Jeśli niniejsza informacja jest wymagana w innym języku, prosimy o kontakt pod numerem telefonu 0800 25 26 27 lub o zwrócenie się do któregoś z pracowników. (Polish)

Если Вы хотели бы эту информацию на другом языке, позвоните, пожалуйста на номер 0800 25 26 27 или свяжитесь с членом штата. (Russian)

Bu bilgiyi bir başka dilde arzu ediyorsanız lütfen 0800 25 26 27 numaraya telefon ediniz veya görevli memurla konuşunuz. (Turkish)

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